

3/11/2010

Statement of Claude Holcomb regarding SB 417 An Act Concerning Call Centers And  
The Timely Repair Of Public Utility Poles.

Dear members of the Energy and Technology Committee;

My name is Claude Holcomb and I reside at 2 Park Place, Apt. 4F, Hartford, CT 06106. I am submitting this written testimony in favor of SB 417 an Act Concerning Call Centers and the Timely Repair of Public Utility Poles. I have unfavorable experience with AT & T's customer service. I have a physical disability and rely on my phone service. AT&T turned off my phone due to nonpayment. I paid the bill and was told it would be turned on in one month. I am still waiting for it to be turned on. I believe if AT&T had a local call center in CT I would receive better customer service. I also support this bill because it would keep more jobs in CT.

Sincerely,

Claude Holcomb  
2 Park Place, Apt. 4F  
Hartford, CT 06106